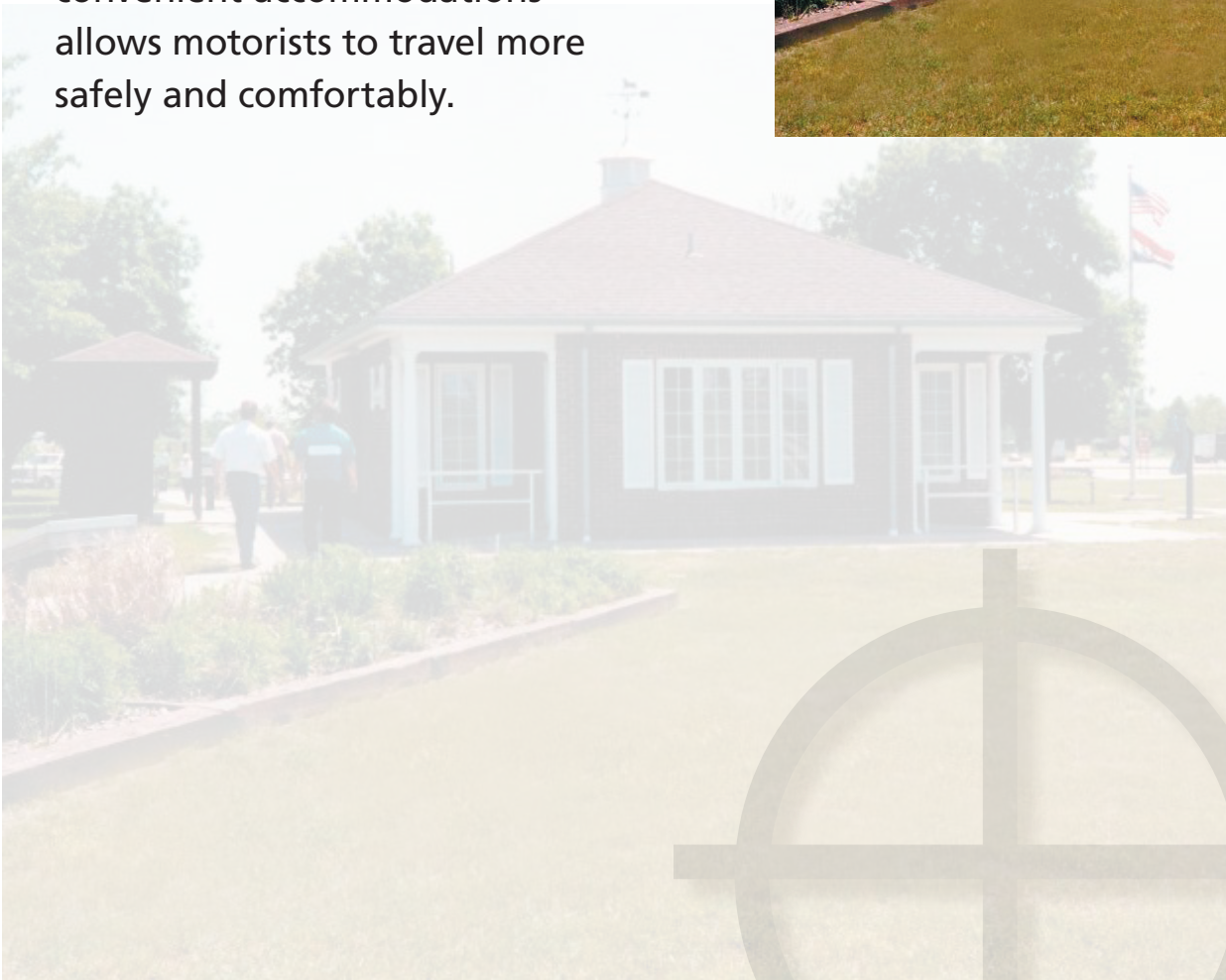

Convenient, Clean and Safe Roadside Accommodations

*Tangible Result Driver – Don Hillis,
Director of System Management*

Many Missouri motorists depend on roadside parks and rest areas during their travels for the opportunity to rest and refresh themselves in a safe environment. Providing safe, clean and convenient accommodations allows motorists to travel more safely and comfortably.



Convenient, Clean and Safe Roadside Accommodations

Percent of rest areas that meet customers' convenience, cleanliness and safety expectations

Result Driver: Don Hillis, Director of System Management

Measurement Driver: Jim Carney, State Maintenance Engineer

Purpose of the Measure:

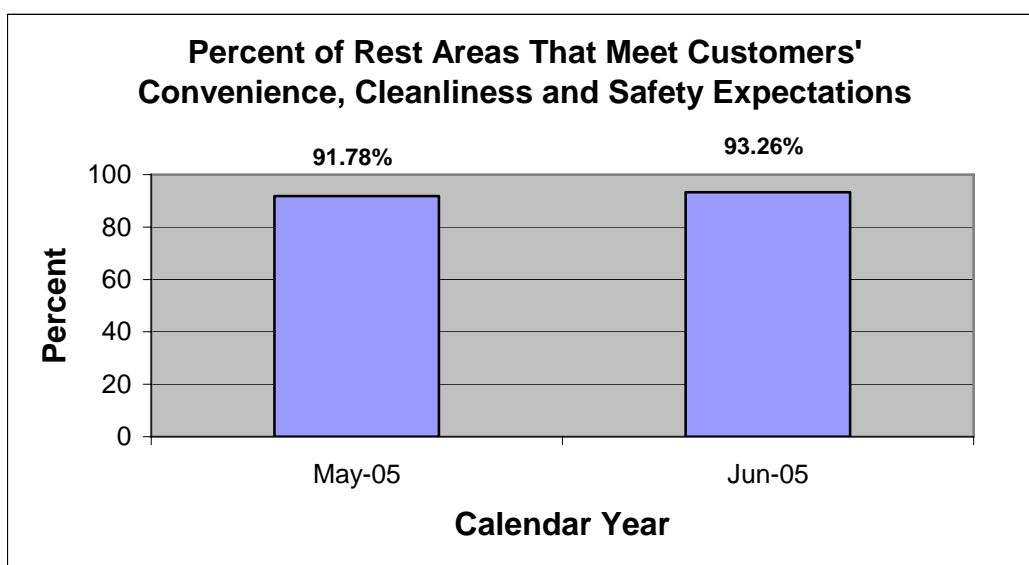
This measure will help MoDOT understand customer expectations concerning the convenience, cleanliness and safety of its rest areas. This information will provide insight to rest area location, lighting, and security as well as the overall cleanliness expectations.

Measurement and Data Collection:

All rest areas are inspected using a list of attributes, which were developed and based upon an industry-wide literature review. The list of attributes is characteristics rest area users identified as what they consider convenient, clean and safe. MoDOT maintenance employees inspect all rest areas at least two times per month using this list.

Improvement Status:

The rest area inspections just started May 2005. MoDOT is doing extremely well at meeting the customers' expectations for convenient, clean and safe facilities. The score average for all rest areas in May was 91.78% and June was 93.26%. The MoDOT inspections for May and June scored 92.52 of 100 points. MoDOT takes care of maintenance concerns in a timely manner to keep the rest areas open for use.



Convenient, Clean and Safe Roadside Accommodations

Percent of commuter lots that meet customers' convenience, cleanliness and safety expectations

Result Driver: Don Hillis, Director of System Management

Measurement Driver: Jim Carney, State Maintenance Engineer

Purpose of the Measure:

This measure will help the department understand the expectations of MoDOT customers concerning the convenience, cleanliness and safety of its commuter lots. This information will provide insight to location of commuter lots, lighting and security at commuter lots as well as the overall cleanliness at the commuter lots.

Measurement and Data Collection:

Staff is in the process of determining the best data collection method. It is anticipated that data collection will begin Fall of 2005

Improvement Status:

**Measure is Under
Development**

Convenient, Clean and Safe Roadside Accommodations

Number of users of rest areas

Result Driver: Don Hillis, Director of System Management

Measurement Driver: Stacy Armstrong, Roadside Management Supervisor

Purpose of the Measure:

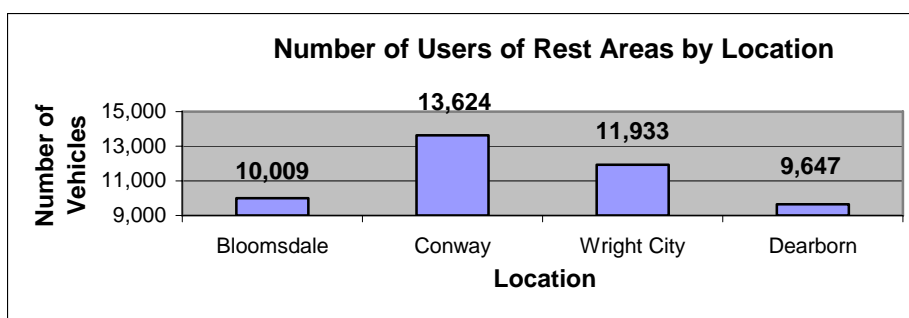
This measure tracks the number of vehicles entering rest areas. This information helps MoDOT better understand the peak days and times visitors use rest areas, impacting staffing decisions.

Measurement and Data Collection:

Temporary mechanical traffic counters are placed at four random rest areas for seven consecutive days per quarter. All of the four sample locations have counters placed at the entrance of each rest area to count users traveling in both directions. All four locations have two counters for a total of eight counts. These sophisticated counters are able to identify vehicles as either cars or trucks. This measurement started in mid-April, 2005 and the first four sample areas were Dearborn I-29, Wright City I-70, Conway I-44 and Bloomsdale I-55.

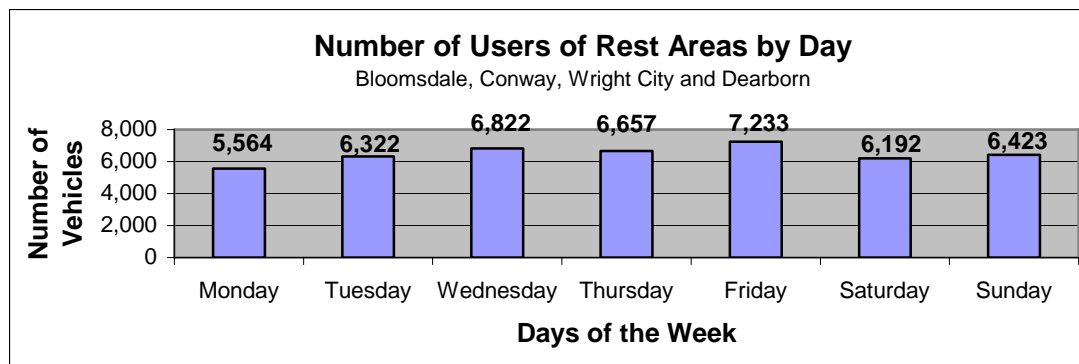
Improvement Status:

A total of 45,213 vehicles visited the four selected rest areas in the designated time period. A low count for the westbound Conway rest area on Monday appears to not match the emerging pattern for that and all rest areas. A vehicle parked directly on the traffic counter may have caused the low count. Continued tracking of this location will help determine if these assumptions are correct. Overall, Friday is the busiest day followed by Wednesday, Thursday, Sunday, and Tuesday. Monday and Saturday had the least activity.



Desired Trend:

N/A



Desired Trend:

N/A

Convenient, Clean and Safe Roadside Accommodations

Number of users of commuter parking lots

Result Driver: Don Hillis, Director of System Management

Measurement Driver: Tim Jackson, Technical Support Engineer

Purpose of the Measure:

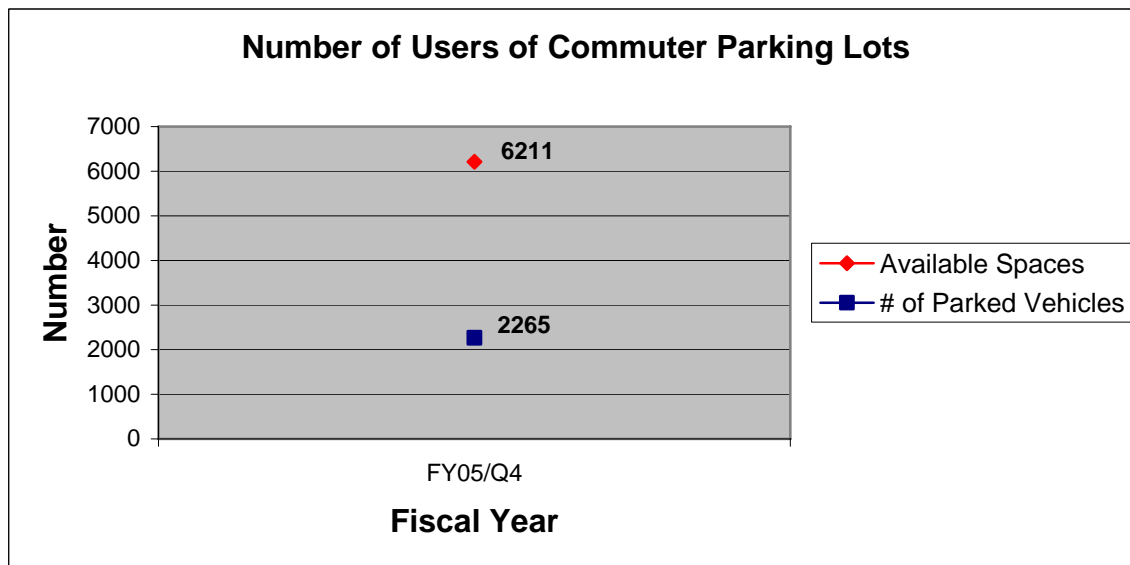
This measure will track the number of commuter parking lot users. It will help the department determine whether the commuter parking lots provided by the department are adequate at their current locations and whether they are fulfilling the needs of the traveling public.

Measurement and Data Collection:

District maintenance personnel count the number of vehicles parked in each commuter lot on a quarterly basis. Data is collected from every district to create a statewide report. Data collection started in May 2005.

Improvement Status:

This is the first quarter that information was collected. To raise awareness of commuter lots and encourage usage, commuter parking lots will be listed on the external MoDOT web site and a news release will be sent out.



**Desired
Trend:**



Convenient, Clean and Safe Roadside Accommodations

Number of truck customers that utilize rest areas

Result Driver: Don Hillis, Director of System Management

Measurement Driver: Tim Jackson, Technical Support Engineer

Purpose of the Measure:

This measure will track the number of trucks at rest areas. The numbers of trucks using the rest areas and the nearby ramps could be used to help determine how many spaces are needed to provide convenient parking facilities at each rest area.

Measurement and Data Collection:

On a monthly basis, district maintenance personnel will count the number of trucks parked at rest areas and on nearby ramps within 15 miles of the rest areas. Data is collected from every district to create a statewide report. Data collection began in May 2005.

Improvement Status:

The May counts were taken in the evening hours between 6:00 and 9:00 p.m. The June counts were taken in the early morning hours between 4:00 and 6:00 a.m. The time change of the counts was based upon recommendations from the district field personnel that the early morning hours had much heavier usage of the rest area truck parking and on nearby ramps. The numbers reported confirm those observations so all future counts will be taken in the early morning hours.

